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Anne Vachon Dougherty 2/7/05
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of : February 7, 2005
L. B. Mummer, et al : Group Art No.: 2157
Serial No. 09/692,596 : Examiner: Gregory Todd
Filed: October 19, 2000 : IBM Corporation
Title: SYSTEM AND METHOD TO Anne Vachon Dougherty
IMPROVE SERVICE IN 3173 Cedar Road
A GROUP OF SERVERS Yorktown Hts, N.Y. 10598

AMENDMENT

Commissioner for Patents
Sir:

In response to the Office Action dated November 5, 2004
for the above-identified patent application, Applicants
submit the following:

Amendments to the Specification as set forth on pages
2-4.

Amendments to the Claims as reflected in the Listing of
Claims which begins on page 5.

Remarks/Arguments which begin on page 11.

YOR920000461

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No. of Sheets (including cover): 17

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Subject: Patent Application
Docket No: YOR920000461
Serial No: 09/692,596

Comments: Amendment attached

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